



H-27-04

PATENT
00772

2642
#8/A
C/A
4/28/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: :
Fain et al. :
Group Art Unit 2642 :
Examiner: Tieu, Benny Quoc :
Serial No. 09/894,359 :
Filed: June 28, 2001 :

SYSTEM AND METHOD FOR
PROVIDING A CALL BACK
OPTION FOR CALLERS TO A
CALL CENTER

AMENDMENT AND RESPONSE TO OFFICE ACTION

April 26, 2004

Mail Stop Non-Fee Amendment
Commissioner for Patents
Box 1450
Alexandria VA, 22313-1450

RECEIVED

APR 29 2004

Technology Center 2600

Sir:

A. Introductory Comments

Applicants respectfully request entry of the following amendments and remarks in response to the Office Action mailed February 4, 2004. Applicants respectfully submit that the following amendments and remarks place the instant application in condition for allowance.

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Date of Deposit April 26, 2004

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, Box 1450, Alexandria, VA 22313-1450

Claims 1, 5-14, 16, 18-21, 28, and 32-36 have been amended. Claim 17 has been canceled without prejudice or disclaimer to the subject matter contained therein. Applicants thus reserve the right to claim the subject matter recited in claim 17 at a later time. Claims 1-16 and 18-36 are now pending in the application. No new matter has been added. Applicants respectfully request favorable reconsideration and further examination of this application in view of the following amendments and remarks.

Amendments to the claims begin on page 3 of this paper.

Remarks begin on page 13 of this paper.